



Request for Information (RFI)

Joint Fire & Police Computer Aided Dispatch (CAD) System

ALL PROPOSALS SHALL BE ADDRESSED AND DELIVERED TO:

Nathan Churchill, Purchasing Agent
City of Milwaukee
Department of Administration - Purchasing Division
200 E Wells Street, Room 601
Milwaukee, WI 53202

Responses Must Be Received No Later Than:

2:00 p.m. CST on March 14, 2019

Table of Contents

Introduction	3
Background	3
Contact Information	4
RFI Timeline	5
Structure of Responses	5
Disclaimer	6

Introduction

The City of Milwaukee Fire and Police Commission (FPC) is interested in obtaining information concerning an integrated Commercial Off the Shelf (COTS) CAD/Mobile system. Milwaukee Fire has been operating on their current CAD/Mobile system for 5 years and the Police Department has utilized the same CAD/Mobile system for the past 14 years. They are in the process of researching functionality, features and capabilities of modern CAD/Mobile systems with the intent of using one system for both agencies. All information is welcome including specific material concerning:

- The functionality of each major system (i.e., CAD, Mobile, GIS/Mapping, etc.) for Police, Fire and EMS
- Major CAD/Mobile system modules
- CAD/Mobile system integration
- Mapping functionality
- CAD/Mobile system dashboard and reporting capabilities
- Business Intelligence solution options if different than above system reporting capabilities
- CAD/Mobile system configuration capabilities
- Technical architecture information – Uptime, dependability, performance, continuity of operations/hot fail-over, disaster recovery
- System interface information – Federal, state and local databases plus third party applications
- Approach regarding legacy CAD/Mobile system data conversion and/or access to legacy CAD/Mobile system data
- Support and warranty information

Background

The Fire and Police Public Safety call centers took a combined total of 846,862 9-1-1 calls in 2018; Police responded to 1,072,304 calls for service, and Fire responded to 121,000. The call centers are comprised of 74 positions distributed between the Primary and Secondary sites.

About the Fire and Police Commission

Under state law and City Charter, the Fire and Police Commission (FPC) oversees the Milwaukee Fire Department (MFD) and Milwaukee Police Department (MPD). The FPC sets overall policy and standards while the Chief of each department manages daily operations and implements the FPC's policy direction and goals. The FPC, supported by a full-time professional staff, exercises its oversight function through regular meetings with both department Chiefs and their staffs, by conducting research and analysis of policies and procedures, by implementing reforms and by direct public input through the individuals appointed to the FPC citizen board.

City of Milwaukee

Milwaukee is the largest city in the state of Wisconsin and the fifth-largest city in the Midwestern United States. The seat of the eponymous county, it is on Lake Michigan's western shore. Ranked by its

estimated 2014 population, Milwaukee was the 31st largest city in the United States. The city's estimated population in 2017 was 595,351. City website: <https://city.milwaukee.gov/home>

The City currently operates 2 co-located PSAPs with the Police acting as the primary call center and the Fire as secondary. 9-1-1 calls are answered by a police call taker, and if a medical or fire response is needed, transferred to the Fire PSAP. Medical calls are triaged using an EMD protocol with some dispatches going to private ambulance companies.

About the Milwaukee Fire Department

The Milwaukee Fire Department was established on January 1st, 1875 as the primary fire suppression, prevention, rescue and emergency medical service for the City of Milwaukee. MFD is currently under the leadership of Fire Chief Mark Rohlfing, who was appointed by the FPC in May of 2010 and reappointed on May 15th, 2014. More detail on the activities of the MFD during 2017 is available in the department's Annual Report, available on the department's website: www.city.milwaukee.gov/MFD

About the Milwaukee Police Department

The Milwaukee Police Department was established on October 4th, 1855 as the primary law enforcement entity for the City of Milwaukee. MPD is currently under the leadership of Police Chief Alfonso Morales, who was appointed by the FPC upon the retirement of former Chief Edward Flynn after 10 years in the position. More detail on the activities of the MPD during 2017 is available in the department's Annual Report, available on the department's website: www.city.milwaukee.gov/police

Contact Information

Proposers are specifically directed not to contact any other City of Milwaukee department or staff member for discussions that are related to this RFI.

All communications regarding this RFI and the submittal process should be directed to:

Nathan Churchill, Purchasing Agent
City of Milwaukee, Department of Administration
Purchasing Division
200 E. Wells Street, Room 601
Milwaukee, WI 53202-3560
Phone: 414-286-2392 Email: nchurch@milwaukee.gov

RFI Timeline

The following is the proposed schedule for the RFI. The DOA-Purchasing Division reserves the right to change the RFI schedule, issue addenda to the RFI, cancel the RFI, or reissue the RFI at any time.

RFI Release Date	February 15, 2019
Closing Date	March 14, 2019*

* *Tentative Date*

Please note: it is highly desirable that responses are received by 2:00 PM-CST March 7, 2019; however, they will be accepted until the official closing date and time of 2:00 PM-CST on March 14, 2019.

Structure of Responses

Important: Responses must be submitted to procurement.services@milwaukee.gov no later than 2:00 pm on March 14, 2019.

Responses to this RFI shall be submitted to the City of Milwaukee Purchasing Division. Responses should be sent to Nathan Churchill before the due date as reflected on the first page of this RFI. Please send one hard copy and one electronic copy. Respondents are welcome to include media files (i.e., USB drive, DVD/CD) but it is not mandatory. Information submitted shall provide a clear understanding of the products and services that the vendor offers. Proprietary information that is submitted must be marked as such at the time of submission; properly marked proprietary information will not be disclosed to the public or any other vendor at any point in time. It should be noted that the purpose of this RFI is only to obtain information, and does not preclude a vendor from responding to any future RFP should they decide not submit a response to this RFI. Vendors may be asked to provide product demonstrations in addition to the written documentation, but the request to do so in no way indicates a preference for one product over another.

In order to facilitate the review of the responses, please provide the information in the exact order as indicated below:

Title Page – The title page shall include at a minimum, the name and address of the proposing organization as well as the name(s), phone number(s), e-mail address(es) of the contact person(s) authorized to represent their employer, and a reference to “RFI 16591”.

Executive Summary of Methodology – The executive summary should include a brief overview of the solution proposed and the overall strategy for implementing the proposed CAD System.

Product Information and Implementation Strategy – Respondents shall provide comprehensive information related to their product offering (s) and the strategy by which they propose to implement their product for the City of Milwaukee.

Timeline – Respondents shall provide a timeline detailing each step in the CAD System implementation process. Be specific as to the various stages required and include any notable checkpoints in the timeline.

OPTIONAL* Non-Binding Cost Estimates - Identify costs in the form of software, hardware, and services and in total as it relates to the various stages that are typically included in implementing the proposed CAD System. Cost estimates provided for this RFI are optional, shall be non-binding, and shall be used by the City for informational purposes only. The City is interested in knowing the range of costs associated with implementing a new CAD System.

Disclaimer

This RFI does not, under any circumstances, obligate the FPC to incur the vendor's cost in the preparation of a response, nor does it obligate the FPC to pursue any contractual relationship with any vendor that responds to this RFI. There are no promises, terms, conditions, or obligations other than those contained herein. This RFI does not require any action or response from the FPC, administratively or legally, after the due date stated on the first page of this RFI.